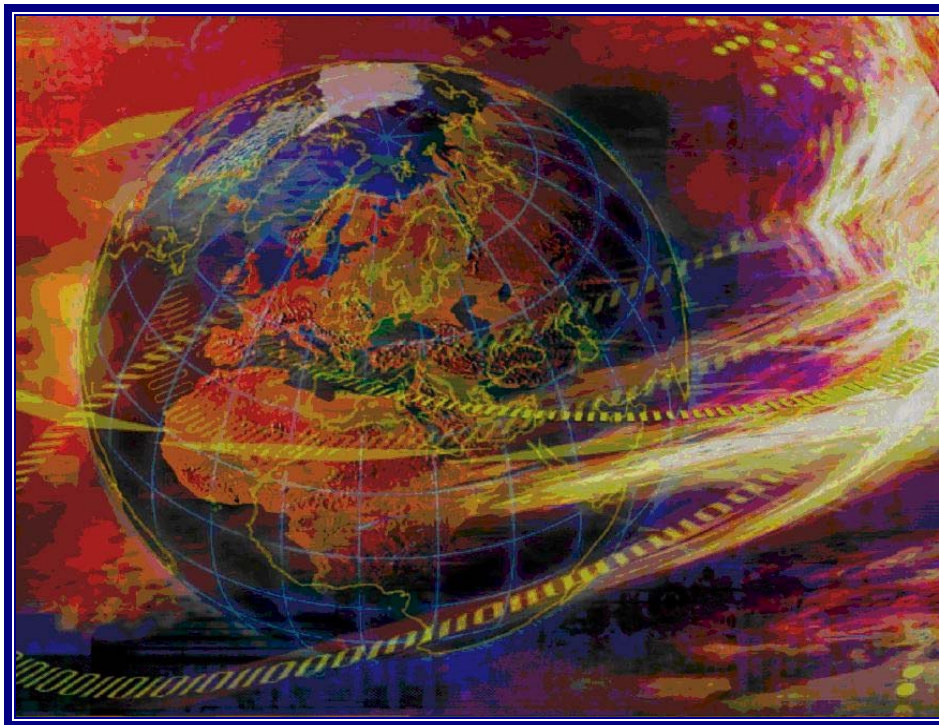




U.S. General Services Administration

MILLENNIA PAST PERFORMANCE SURVEY SUMMARY REPORT SURVEY II

- ✓ Timeliness
- ✓ Responsiveness
- ✓ Quality
- ✓ Cost
- ✓ Technical
- ✓ Cooperation
- ✓ Recommendation
- ✓ Effort
- ✓ Overall Satisfaction



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**MILLENNIA CONTRACT
PAST PERFORMANCE SURVEY
SUMMARY REPORT
FOR
SURVEY II**

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May 2005

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**MILLENNIA CONTRACT
PAST PERFORMANCE SURVEY
SURVEY II**

EXECUTIVE SUMMARY

The performance of the Millennial Industry Partners is a matter of utmost interest to both GSA and its clients. A high-level of performance is expected and critical to the continued viability and quality of the Millennium GWAC Program. Pursuant to FAR 42.15 – Contractor Performance Information and in keeping with the dedication to continuous improvement, this survey was conducted to evaluate the past and present performance of the Millennium Industry Partners.

The Millennium Past Performance Survey II for the period of January 1, 2004 through December 31, 2004 was designed to be all encompassing. The survey architecture was two-tier in form to the extent that it solicited input from both Internal and External Clients. For purposes of the survey, Internal Clients are Direct Order Direct Bill Clients and GSA value-add IT Professionals, and External Clients are those End-User Project Managers in Agencies, where Millennium tasks are in place. The survey utilized the same format and architecture as used in the base period to allow for comparison between the survey periods.

A total of 83 Millennium Projects were surveyed. There were 53 External Client responses for the 83 External Client surveys solicited, which is a 63.9% response rate for the External Client tier; and there were 48 Internal Client responses for the 82¹ Internal Client surveys solicited, which is a 58.5% response rate at the Internal Client tier. The combined response rate for both Internal and External Clients was 61.2%. Overall, the data indicates that a 95.71% favorable rating from Internal and External Clients (i.e. Satisfied to Extremely Satisfied).

The overall total average score, across all nine categories for the nine Millennium Industry Partner Companies was a 4.21% out of a possible 5.0%. This is a 0.24 change or a 6.0% increase over the base period survey score of 3.97.

The following are the categories used to survey the past performance of the Millennium Industry Partners. The overall average scores across all nine categories appear below:

Cooperation	4.47
Response	4.38
Recommendation	4.34
Quality	4.33
Technical	4.29
Effort	4.29
Overall Satisfaction	4.27
Timeliness	4.17
Cost	3.93
Overall Average Score	4.27

¹ A total of 166 surveys were distributed by email to survey the 83 active Millennium Task Orders. The final success rate of the distribution was 165. One Direct Order Direct Bill Client survey bounced back and was not successful.

**MILLENNIA CONTRACT
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INTRODUCTION

Program History

The Millennium contract is a Government Wide Acquisition Contract (GWAC) Program, which fulfills the Federal Governments' demand for large system integration and development projects by providing Information Technology (IT) services in a timely and cost-effective manner. The Millennium Contracts are Multiple Award, Indefinite Delivery Indefinite Quantity (IDIQ) contracts accessible on a worldwide basis.

The General Services Administration (GSA), Federal Technology Services (FTS), awarded the Millennium GWAC to twelve (12) firms on April 28, 1999. Due to corporate acquisitions, mergers, and one contract cancellation; the following changes have occurred since the original award of the Millennium GWAC: DynCorp Systems and Solutions, LLC became a wholly-owned subsidiary of Computer Sciences Corporation (CSC) and is now known as CSC Systems and Solutions LLC; OAO Corporation became a wholly-owned subsidiary of Lockheed Martin Services, Inc.; Northrop Grumman Information Technology acquired PRC, Inc. and Logicon, Inc.; and Boeing Information Services, Inc. cancelled.

The Contract Administration and Program Management of the Millennium Contracts is now performed by the Enterprise GWAC Center in San Diego, California. This transfer of authority became effective on October 1, 2003.

The Millennium GWAC Program has a contract ceiling of \$25 Billion over ten years. The base period of the contract was five years with a single five-year option period, which allows for a total contract period of ten years. The base period of the Contract ran from April 28, 1999 through April 27, 2004. On March 24, 2004, the Millennium Procuring Contracting Officer (PCO) determined that it was in the best interest of the Government to exercise the five-year option period. The option period extends the Contract from April 28, 2004 through April 27, 2009. During the evaluation to exercise the contract option, it was determined that two of the Millennium Contracts would be allowed to expire at the end of the base period of the contract.

Industry Partners

The contractors listed below comprise the cadre of current Millennia Program Industry Partners. Presently, there are nine (9) firms contracting under the Millennia GWAC.

<u>Contractor</u>	<u>Contract Number</u>
Booz, Allen, and Hamilton Inc.	GS00T99ALD0202
Computer Sciences Corporation (CSC)	GS00T99ALD0203
CSC Systems and Solutions, LLC (formerly DynCorp)	GS00T99ALD0204
Lockheed Martin Services, Inc.	GS00T99ALD0205
Northrop Grumman Information Technology, Inc.	GS00T99ALD0206/207*
Raytheon Technical Services, Inc.	GS00T99ALD0209
Science Applications International Corporation (SAIC)	GS00T99ALD0210
Systems Research and Applications Corporation (SRA)	GS00T99ALD0211
Unisys Corporation	GS00T99ALD0212

*Due to the acquisitions of Litton PRC, Inc. and Logicon, Inc., by Northrop Grumman Information Technology (IT), Inc., a single company now holds both contracts GS00T99ALD0206 and GS00T99ALD0207. Accordingly, all responses received under these two contract numbers are reported as Northrop Grumman IT in this report.

Program Metrics

The following metrics were applicable to the Millennia GWAC as of December 31, 2004:

- Total Number of Millennia Program Client Agencies: **21**
- Total Number of Millennia Program Task Orders: **97**
- Total Amount of Millennia Task Order Obligations: **\$3.67 Billion**
- Total Amount of Millennia Task Orders Awarded: **\$8.18 Billion**
- Number of active Millennia Task Orders through December 2004: **83**
- Total Millennia Task Order Obligations in 2004: **\$1103.8M**

Millennia Client Agencies

Top 5 Millennia Client Agencies:

<u>Client</u>	<u>Total Obligations</u>
Department of the Navy	\$917.5 Million
Department of Defense	\$510.3 Million
Department of the Army	\$494.6 Million
Department of Justice	\$416.0 Million
Environmental Protection Agency	\$333.7 Million

Purpose of Survey

The Millennium Past Performance Survey serves a variety of functions. These functions include:

1. Satisfying the contract administration requirement of Federal Acquisition Regulation (FAR) 42.5 – Contractor Performance Information – for the recording and maintaining of contractor performance information;
2. Fulfilling the General Services Acquisition Manual (GSAM) Subpart 542.15 – Contractor Performance Information – requirement for the systematic collection and maintenance of contractor performance information;
3. Complying with the Office of Federal Procurement Policy (OFPP) “Best Practices for Collecting and Using Current and Past Performance information (May 2000); and
4. Facilitating the collection and obtaining information inherent to the organizational goal of continuous improvement.

The collection and use of such information provides significant benefits. It enhances the Government’s ability to analyze both the performance quality and customer satisfaction. It also provides a powerful incentive for current contractors to maximize performance and customer satisfaction.

A sample of the survey respondents include a wide-range of clients, as shown below:

- Army Personnel Transformation Task Force, Washington, DC
- Department of Homeland Security, Washington, DC
- Department of State, Fairfax, Virginia
- Environmental Protection Agency, Washington, DC
- Federal Bureau of Investigation, Washington, DC
- General Accountability Office, Washington, DC
- General Services Administration, Washington, DC
- National Aeronautics and Space Administration, Langley, Virginia
- National Aeronautics and Space Administration, Stennis, Mississippi
- Naval Research Laboratory, Washington, DC
- Office of Secretary of Defense, Washington, DC
- Space and Naval Warfare Systems Command, San Diego, California
- Under Secretary of Defense, Arlington, Virginia
- United States Marine Corps, Washington, DC

Following the survey, the Millennium GWAC Team debriefed all nine Industry Partners in person and/or via teleconference. The Industry Partners were provided a summary report of their survey scores and were given an opportunity to submit comments to the PCO regarding their firm’s scores. A modified summary report, excluding specific Industry Partner data will be posted to the GSA website, www.gsa.gov/millennia, and made available to the public.

During the corporate debriefs, discussions centered on a continuous improvement plan for the future, as well as placing even greater emphasis on areas of particular strengths. For those projects where performance was found to be in need of attention and improvement, follow-up meeting(s) were scheduled with appropriate points of contact.

Key Results

Overall Average Score for all Industry Partners: **4.21**²

Overall Survey Response Rate: **61.21%**³

The charts and analyses on the following pages and in the attached appendices serve to further explain the specifics surrounding this performance survey.

² Score based on 5-point scale.

³ Overall Survey Response Rate includes both External and Internal Responses to the total surveys solicited.

**MILLENNIA CONTRACT
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DESIGN AND METHODOLOGY

A requirement of the FAR is that the PCO measure the performance of the Millennia GWAC Contractors. The FAR, Part 42.15 requires that the PCO request agencies to evaluate Contractor performance, record and maintain performance information, and ensure that the contractors conform to contract requirements.

The Millennia Past Performance Survey II for the period of January 1, 2004 through December 31, 2004 was designed to be all encompassing. The architecture of the survey was two-tier in form to the extent that it solicited input from both Internal and External Clients. For purposes of the survey, the Internal Clients are Direct Order Direct Bill Clients and GSA value-add IT Professionals, and the External Clients are those End-User Project Managers in Agencies, where Millennia tasks are in place. This survey is the second Past Performance Survey conducted under the Millennia GWAC Program. The survey utilized the same format and architecture as used in the base period to allow for comparison between the survey periods.

Pursuant to FAR 42.15 and in keeping with the dedication to continuous improvement, this survey was conducted to evaluate the 2004 contract performance of the Millennia GWAC Industry Partners. A web-enabled survey questionnaire was utilized for this study. The study was conducted using an upgraded version of Web Surveyor, a commercial off-the-shelf ("COTS") web-based survey software product that was used for the base period survey.

The survey questionnaire (as shown in Appendix A) was solicited via e-mail to all Millennia Internal and External Clients with an Internet response. The survey was designed to take very little time to complete and requested information on the following nine categories: Timeliness, Response, Quality, Cost, Technical, Cooperativeness, Recommendation, Effort, and Overall Satisfaction. A definition of each category and rating criteria was included in the correspondence.

On January 3, 2005, a memorandum (with a survey questionnaire link included) was sent via email to the GSA External and Internal clients, located in the various Customer Support Centers nationwide, Direct Order/ Direct Bill Clients, which provide the acquisition, technical oversight and management for orders issued under Millennia. These individuals were the GSA Project Managers, Direct Order / Direct Bill Contracting Officers. An identical survey was sent to the External Clients having first-hand knowledge of contractor performance. The Clients were encouraged to participate in the study and notified of the importance of the survey for the continued viability and quality of contract support. Both the GSA and client survey lists were taken from the Enterprise GWAC Center Award Tracking System (ATS) Database with the Millennia Industry Partners provided a listing of their points of contact. These two sources were then compared and validated for the Past Performance Study.

A total of 166 surveys were distributed by email to survey the 83 active Millennia Task Orders. The final success rate of the distribution was 165. One Direct Order/ Direct Bill Client survey bounced back and was not successful. The survey period had duration of 17 days, starting on January 3, 2005 and ending on January 21, 2005. The PCO performed data validation to verify the accuracy of the data that was collected, prior to data analysis.

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RESULTS AND ANALYSES

The following results and analyses are a synopsis of the Past Performance Survey for the second contract survey, year six, for Millennia. Of particular note are the following:

- A total of 83 Millennia Projects were surveyed. The survey was sent to both the Internal GSA Clients and Agency Task Order Ordering Officials and External Clients (End-User Project Managers) for a total of 165⁴ surveys being solicited.
- There were 53 External Client responses for the 83 External Client surveys solicited, which is a 63.9% response rate for the External Client tier.
- For the Internal Clients, there were 48 Internal Client responses for the 82⁴ Internal Client surveys solicited, which is a 58.5% response rate at the Internal Client tier.
- The combined response rate for both Internal and External Clients was 61.2%.
- The overall total average score, across all nine categories for the nine Millennia Industry Partner Companies was a 4.21% out of a possible 5.0%. This is a 0.24 change or a 6.0% increase over the base period survey score of 3.97.

Specialized Analysis I – A Comparative Validation between Internal and External Surveys

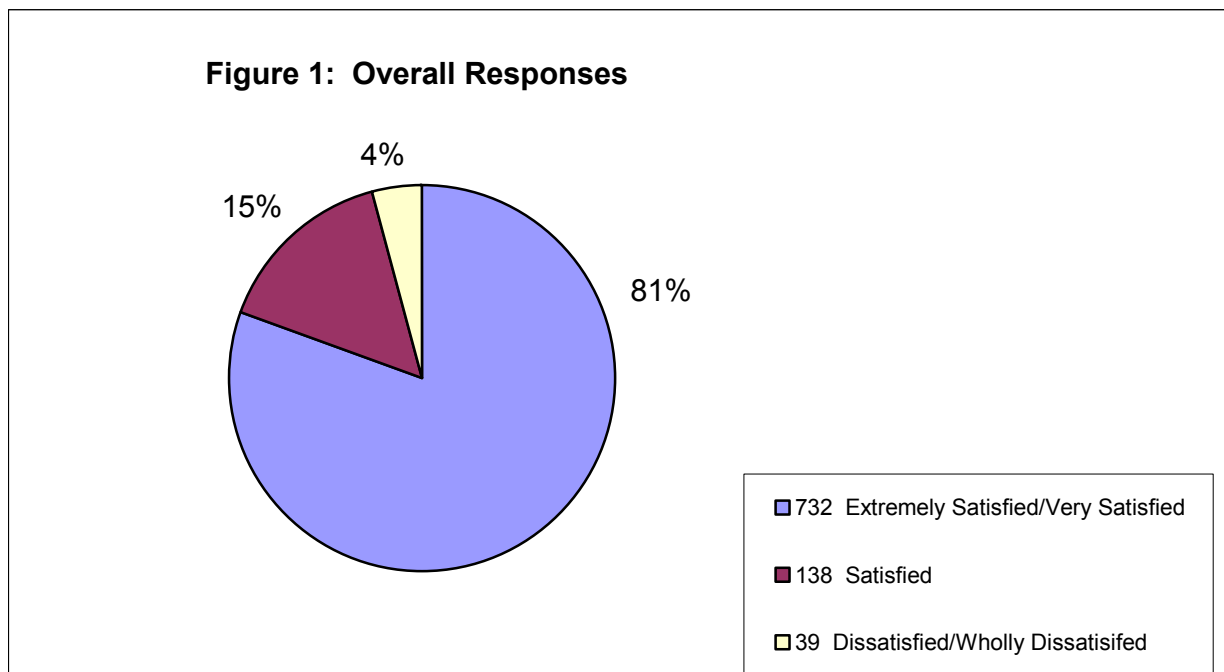
The following breakdown measures the performance of the Millennia Industry Partners for the period of January 1, 2004 through December 31, 2004. The survey counts represent individual data element responses, as evaluated for each of the survey categories.

Survey Responses and Project Counts			
	Internal	External	Totals
Number of Projects Surveyed	82	83	165
Number of Responses Received	48	53	101
Number of Data Elements	432	477	909

Overall Response Data		
Ratings	Internal and External Data Element Responses	Percentage of Total
Extremely Satisfied/Very Satisfied	732	81%
Satisfied	138	15%
Dissatisfied/Wholly Dissatisfied	39	4%
Totals	909	100%

⁴ A total of 166 surveys were distributed by email to survey the 83 active Millennia Task Orders. The final success rate of the distribution was 165. One Direct Order Direct Bill Client survey bounced back and was not successful.

Overall, the data indicates a 95.71% favorable rating from Internal and External Clients.



⁴ A total of 166 surveys were distributed by email to survey the 83 active Millennium Task Orders. The final success rate of the distribution was 165. One Direct Order Direct Bill Client survey bounced back and was not successful.

Specialized Analysis II – A Comparative Analysis Among the Nine Millennium Industry Partners and Across the Nine Categories of the Survey

The performance of the Millennium Industry Partners is a matter of utmost interest to both GSA and its clients. A high-level of performance is expected and critical to the continued viability and quality of the Millennium GWAC Program. The following information shows how GSA Project Managers, as well as End-User Clients, rated the Millennium Industry Partners.

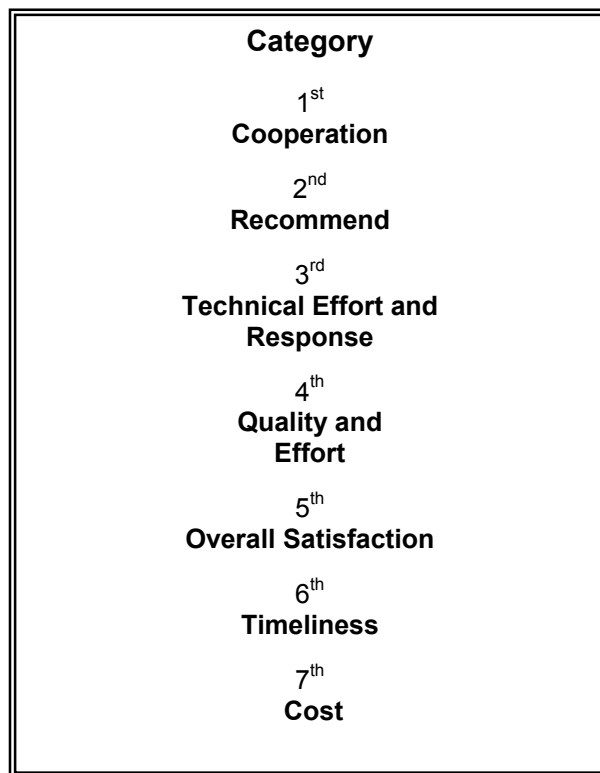
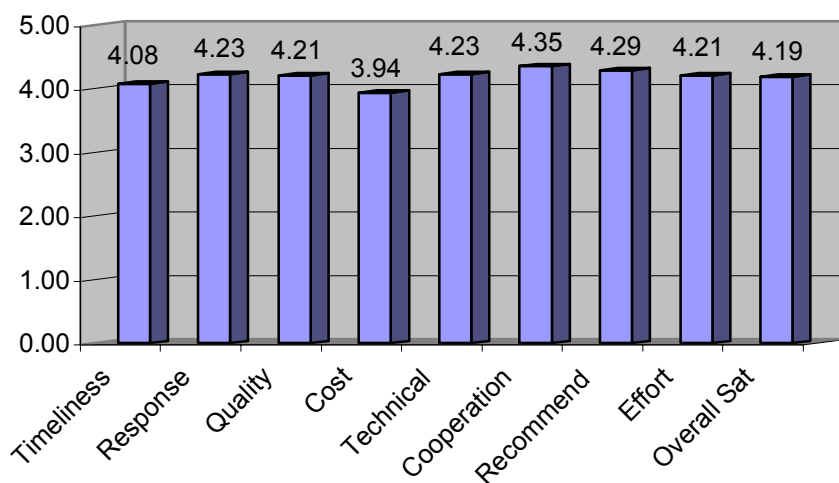
Project Managers for each of the Millennium projects in all regions, including FEDSIM, along with Millennium's Direct Order/Direct Bill Ordering Officials were sent the survey. Whereby, 48 Internal Client responses were received. End-User Clients for each of the Millennium projects were also sent the survey, and a total of 53 responded. These responses relate to a total of 83 active projects under the Millennium Program during the second survey period of the contract. The data below reflects the average score for each of the nine survey categories.

Observations for Internal Survey Results

- The overall weighted average range across the survey categories is from 3.94 to 4.35.
- There were no unfavorable or less than satisfied average scores for any of the Industry Partners in any of the survey categories.
- Highest-rated category was Cooperation with the Recommend category rated second highest among the nine categories.
- Cost was rated lowest at 3.94% among the survey categories.
- The overall range of scores across all of the Industry Partners was 3.87% to 4.36%

Internal Survey Category	Weighted Average for Contractors
Timeliness	4.08
Response	4.23
Quality	4.21
Cost	3.94
Technical	4.23
Cooperation	4.35
Recommend	4.29
Effort	4.21
Overall Sat	4.19
Average	4.19

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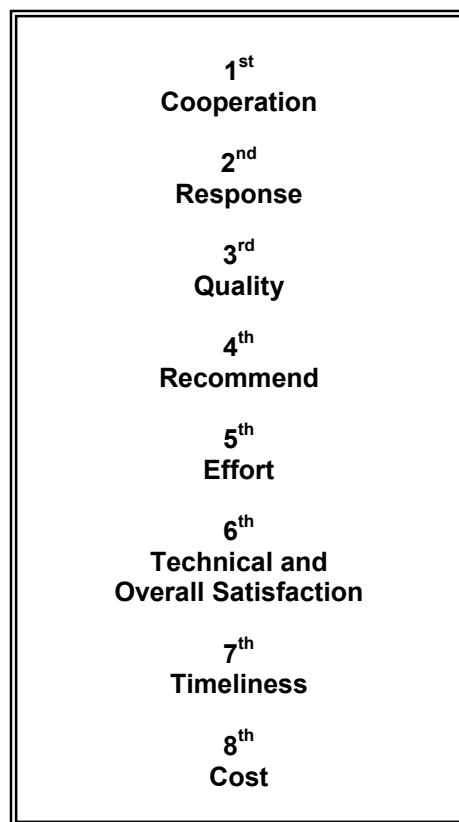
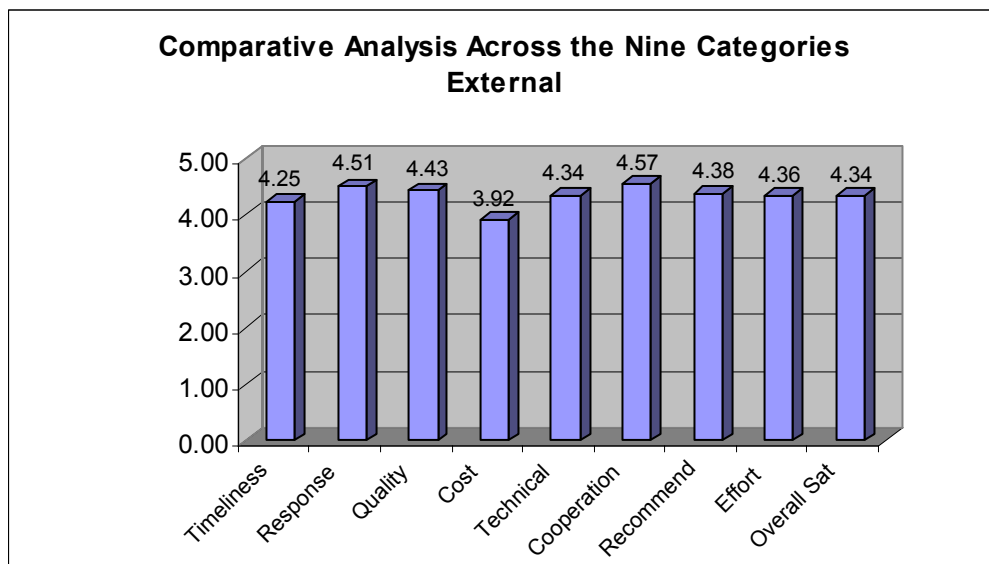
Relative Ranking of Categories for Internal Survey**Graphical Ranking of Categories for Internal Survey****Comparative Analysis Across the Nine Categories Internal**

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Observations for External Survey Results

- The overall weighted-average range for the nine survey categories is from 3.92% to 4.57%.
- There were no unfavorable or less than satisfied average scores for any of the Industry Partners in any of the survey categories.
- Cooperation was rated the highest with Response rated second, and Quality rated third highest of the nine categories.
- Cost has the lowest rating at 3.92%.
- The overall range for the Millennia Industry Partners was from a low of 3.39% to a high of 4.70%.

External Survey	Weighted Average for Category
Timeliness	4.25
Response	4.51
Quality	4.43
Cost	3.92
Technical	4.34
Cooperation	4.57
Recommend	4.38
Effort	4.36
Overall Sat	4.34
Average	4.34

Relative Ranking of Categories for External Survey**Graphical Ranking of Categories for External Survey**

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Specialized Analysis III – Crosscheck with the Millennia Base-Period Past Performance Study

The data below represents a comparison of the overall weighted averages of the Internal and External responses received during the Base Period Past Performance Survey and the present survey, Survey II. The base Period Past Performance Survey covered the contract performance period of April 28, 1999 through December 30, 2003, while, Survey II covered the period from January 1, 2004 through December 31, 2004.

The chart below shows the Millennia Industry Partners Total Weighted Average Scores for the Base Period, Survey I and the Current Survey, Survey II. The data indicates an overall increase of .21 from the Base Period Survey, Survey I

Overall Weighted Average Scores	Overall Weighted Averages Scores	Calculated Difference
Base Period Survey I Contract Years 1-5 External and Internal	Current Survey Survey II Jan. – Dec. 2004 External and Internal	Base Period Survey I to Current Survey Survey II
4.00	4.21	+ 0.21

**MILLENNIA CONTRACT
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CONCLUSION AND RECOMMENDATION

The performance of the Millennial Industry Partners is a matter of utmost interest to both GSA and its clients. A high-level of performance is expected and critical to the continued viability and quality of the Millennial GWAC Program.

The Millennial GWAC Program continues to grow. At the end of the Survey Period II, there were 97 task orders in place with over \$3.67 Billion obligated and approximately \$8.18 Billion in total estimated contract value. One way to maintain this healthy position is by being persistent in contractor excellence while continuing to improve contractor performance.

The Past Performance data shows that there is a relatively wide range of contractor performance under the Millennial GWAC. The overall weighed average scores of the Millennial Industry Partners range from 3.69 to 4.52

The success of any organization is contingent on being able to make commitments relative to its products and services. Accordingly, any Millennial Industry Partners with weighted-average scores below 4.00 will be counseled in order to improve their overall scores in future Millennial Past Performance Surveys.